

How to Maximize Your Success when Using Wi-Fi

Although there are many challenges for large groups of Wi-Fi users in a given area (such as a classroom), there are many things you can do to maximize your potential for success.

1. **Contact UITS regarding the Wi-Fi capacity of your classroom.** If you plan on your students using Wi-Fi in the classroom, please contact UITS with the classroom location and class size. UITS should be able to make a preliminary assessment of the number of Wi-Fi clients your classroom should reasonably support. You can contact UITS with this question for both IUB and IUPUI campuses by sending email to netdata@indiana.edu.
2. **Do not predicate time sensitive activities on use of Wi-Fi.** There are many factors that go into the reliability and available bandwidth of the campus Wi-Fi service, most of which cannot be centrally controlled. Wi-Fi clients in adjacent hallways and classrooms (including above and below) can consume the bandwidth of access points servicing your classroom. Service interruptions from interference will likely not be resolved during your class. It is best to have a backup plan. Wireless should work most of the time, but due to nature of the medium, it is not possible to guarantee service availability. UITS does not recommend using wireless to deliver tests.
3. **Turn off unnecessary clients.** Ask your students to turn off or put to sleep smart phones (such as iPhones and Android-based phones), iPods, and any other Wi-Fi enabled devices that are not being used as part of the class.
4. **Encourage the use of 802.11n (5 GHz) clients.** The 802.11b/g client space is generally more congested and traditionally has more sources of interference, so UITS encourages everyone use 802.11n (5 GHz) capable clients. Many mobile clients such as phones and tablets support 802.11n only in 2.4 GHz frequencies, which is not supported on IU's campus. For example, the iPad2 supports 802.11n 5 GHz operation, but the HP Slate 500 only supports 802.11n in 2.4 GHz. Both devices will work, but the iPad2 will have a much better Wi-Fi experience using 802.11n, while the HP Slate 500 will be using 802.11b/g.
5. **Encourage students to update wireless drivers.** The driver is the piece of software that controls the operation of the Wi-Fi radio on the client. Many issues can be resolved by upgrading to the latest version of software. Client issues are among the top reasons for wireless service problems, especially in large enterprise environments.

What to do when Wi-Fi doesn't work?

If you are experiencing a Wi-Fi problem, please contact the Support Center (24x7) in one of the following ways:

- Bloomington: 812-855-6789
- Indianapolis: 317-274-4357
- Live Chat: <http://ithelplive.iu.edu/>
- Email: ithelp@iu.edu